



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Gusler et al.**

Serial No.: **10/015,290**

Filed: **December 17, 2001**

For: **Employing Speech Recognition
and Capturing Customer Speech to
Improve Customer Service**

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Group Art Unit: **2125**


Examiner: **Paladini, Albert William**

Attorney Docket No.: **AUS920010918US1**

Certificate of Mailing Under 37 C.F.R. § 1.8(a)

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By:


Rebecca Clayton

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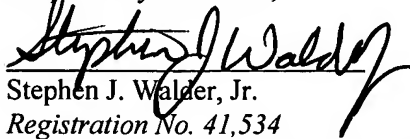
Sir:

ENCLOSED HEREWITH:

- Citation of References Under 37 C.F.R. 1.501;
- Information Disclosure Citation in a Patent (Form PTO/SB/42);
- References AA-AD; and
- Our return postcard.

No fees are believed to be necessary. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,


Stephen J. Walder, Jr.
Registration No. 41,534

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ATTORNEY FOR APPLICANTS



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CITATION OF REFERENCES UNDER 37 C.F.R. 1.501

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Sir:

Applicants request that the information listed on the attached Form PTO/SB/42 be placed of record in the above-identified application file by the Office pursuant to 35 U.S.C. 301 and 37 C.F.R. 1.501 (see MPEP § 2003.01). The references on the attached Form PTO/SB/42 were inadvertently filed with the Office on April 25, 2005 prior to issuance of the patent and are being resubmitted in response to receipt of a "Decision Returning Improper Prior Art Citation Under 37 C.F.R. § 1.501".

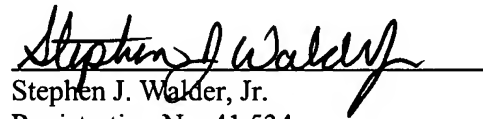
With regard to the pertinence of the cited references, these references disclose (1) a system and method to facilitate speech enabled user interfaces by prompting with possible transaction phrases (U.S. Patent No. 6,178,404); (2) a device and system to facilitate remote customer service (U.S. Patent No. 6,801,619); (3) a customer service operation using WAV files (U.S. Patent No. 6,640,210); and (4) a multimedia telecommunication automatic call distribution system (U.S. Patent No. 6,046,762). None of these references

are believed to teach or suggest blocking a portion of speech input that originates from a speaker and processing, or performing speech recognition on, a remaining portion of the speech input, as recited in the independent claims of the above-identified application. A copy of the cited references has been provided to the owner of the above-identified patent application.

This citation of references is being filed under 37 C.F.R. § 1.501 following grant of a patent in the above-identified application. No fee is believed to be required. However, if a fee is required, please charge any necessary fees to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

Date: August 31, 2005



Stephen J. Walder, Jr.

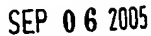
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(Sheet 1 of 1)

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2125

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